

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

July 15, 2015

9:30 am – 11:30 am

AGENDA

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|--------------------------------|-------------------------|
| I Welcome and Introductions | Bertrand Levesque |
| II Review of the Minutes | Bertrand Levesque |
| III QI/QA Process-Social Model | Viola Bernal-Dawn Dades |

Quality Improvement

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|-------------------------------------|------------------------|
| I Patient Rights-NOA-E Spanish | Bertrand Levesque |
| II Safety Intelligence | Gassia Ekizian |
| III Cultural Competency | Sandra Chang Ptasinski |
| IV Test Calls | Bertrand Levesque |
| V Providers Directory | Gassia Ekizian |
| VI Policy Update | Gassia Ekizian |
| VII Assment and Spirituality | Bertrand Levesque |
| VIII DCFS and DMH Alerts | Gassia Ekizian |
| IX PIP=CSEC | Bertrand Levesque |
| X Parameter-Insufficient Engagement | Bertrand Levesque |

Quality Assurance Liaison Meeting

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| I DSM 5 and ICD9/10 | Bertrand Levesque |
| II Documentation Training, Call Cancel. | Gassia Ekizian |
| III Bulletin/CFE and SRL | Bertrand Levesque |
| IV Clin. Bulletin Crisis Evaluation Progress Note | Gassia Ekizian |
| V QA Bulletin Claiming Crisis Intervention | Bertrand Levesque |
| VI Crisis Eval. Progress Note | Bertrand Levesque |
| VII Risk Eval Tool | Gassia Ekizian |
| VIII 1915 B WaiverSpecial Terms CMS | Gassia Ekizian |

Other Issues

- | | |
|-----------------|-------------------|
| I Announcements | All |
| II Adjournment | Bertrand Levesque |

**Next Meeting: August 19, 2015 at Enki, 3208 Rosemead Blvd
2nd Floor, El Monte, Ca**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC		Date	7/15/2015	
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.		Start Time:	9:30 am	
Chairperson Co-Chairs	Dr. Bertrand Levesque Mrs. Gassia Ekizian Mrs. Elizabeth Owens		End Time:	11:31 am	
Members Present	<i>Misty Aronoff</i>	<i>Alma</i>		<i>Margaret Faye</i>	<i>Hathaway</i>
	<i>Judy Law</i>	<i>Alma</i>		<i>Stella Tam</i>	<i>Heritage</i>
	<i>Marie Zamudio</i>	<i>Almansor</i>		<i>Ari Winata</i>	<i>Hillsides</i>
	<i>Fernando Reyes</i>	<i>Bienvenidos</i>		<i>Brittany Fella</i>	<i>Homes for Life</i>
	<i>Emily Dual</i>	<i>Bienvenidos</i>		<i>Tammie Shaw</i>	<i>Maryvale</i>
	<i>Susana Zendejas</i>	<i>Bienvenidos</i>		<i>Gaby Rhodes</i>	<i>McKinley Children's Center</i>
	<i>Mark Rodriguez</i>	<i>Bridges</i>		<i>Uyen Nguyen</i>	<i>Pacific Clinics</i>
	<i>Leslie Shrager</i>	<i>Children's Bureau</i>		<i>Daniel Navasartan</i>	<i>Prototypes</i>
	<i>Erin Grierson</i>	<i>Crittenton</i>		<i>Vivian Easton</i>	<i>Prototypes</i>
	<i>Paula Randle</i>	<i>David & Margaret</i>		<i>Nicole Unrein</i>	<i>Prototypes</i>
	<i>Bertrand Levesque</i>	<i>DMH</i>		<i>Natasha Stebbins</i>	<i>PUSD</i>
	<i>Greg Tchakmakjian</i>	<i>DMH</i>		<i>Amanda Mackean</i>	<i>Rosemary</i>
	<i>Sandra Chang Ptasinski</i>	<i>DMH - QI</i>		<i>Rebecca deKeyser</i>	<i>San Gabriel Children's</i>
	<i>Elizabeth Townsend</i>	<i>DMH - Certifications</i>		<i>Perla Pelayo</i>	<i>SPIRITT</i>
	<i>Robin Washington</i>	<i>DMH - QA</i>		<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>
	<i>Nikki Collier</i>	<i>DMH - QA</i>		<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Ariana Alvarez</i>	<i>D'Veal</i>		<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>Michael Olsen</i>	<i>ENKI</i>		<i>Joe Bologna</i>	<i>Trinity</i>
	<i>Windy Luna-Perez</i>	<i>Ettie Lee</i>		<i>Katia Perez</i>	<i>Violence Intervention</i>
	<i>Rachel Riphagen</i>	<i>The Family Center</i>		<i>Jessica Rentz</i>	<i>Leroy Haynes Center</i>
	<i>Gassia Ekizian</i>	<i>Foothill</i>			

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Dr. Levesque called the meeting to order and followed with self-introductions.		
Review of Minutes	The minutes were reviewed. Motion to accept by Margaret Faye and seconded by Michael Olsen.	One change was requested from Mrs. Townsend.	
QI/QA Process- Dawn Dades	<p>Ms. Dades presented for Social Model Recovery Systems:</p> <ul style="list-style-type: none"> • 12 programs throughout Los Angeles and Orange County • Includes residential/outpatient, wellness aftercare, programming for women and children, gender specific, co-ed and veterans. • Compliance reviews: each program once a month peer review—by counselors (signatures, notes, admin paperwork) chart review—more of the clinical piece. Submit each month, six reviews a month. • Every quarter a chart review is done: one from the pool and one from the EHR. • Internal quality improvement project—project to monitor the whole year. They present that every quarter and discuss the methods as they do chart reviews. Each program has their own project based on their needs and the population. • EHR and documentation training is done twice a month--refresher training and training for new employees. • QI Results—annual report to the board and to the funders. They present the results in their staff meetings and use the information for training purposes. • All agency trainings every quarter. 	Will present QI Project in September.	Ms. Dades Sept. Meeting

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Patient Rights-NOA-E Spanish	There is now an official form and Dr. Levesque has emailed it to everyone. In IBHIS you can scan into the clinical section.	Please review handout.	
Safety Intelligence	Mrs. Ekizian reported that the webinars will be posted to train contractors. More information to come.		
Cultural Competency	Dr. Sandra Chang Ptasinski presented on the Cultural Competency Committee and reviewed information regarding the members, the structure, and the goals of the committee.		
Test Calls	Dr. Levesque thanked everyone who participated. Feedback regarding the process included – to focus more on clinical vs. administrative questions.		
Providers Directory	Mrs. Ekizian reported that the directory has been updated as of June, 2015 and is on the website. If you have a language on the list, you need to have Patients' Rights materials in that language in the waiting room.	Please verify with your agency for accuracy and let Dr. Levesque know if they are any changes.	
Policy Update	Mrs. Ekizian reported that the Notice of Action is coming out soon and applies to everyone.	Please review handout for other upcoming policies.	
Assessment and Spirituality	Free one-day training on July 22 nd or July 23 rd . This will provide training on the integration of spirituality and treatment.	Please review handouts.	
DCFS and DMH Alerts	A memo was sent out on 5/28/15 regarding coordination to become compliant with the requirements of the Katie A settlement.	Please review handout. Please contact Dr. Angel Hillseal 213-739-5472 if you have questions.	
PIP=CSEC	Commercial Sexual Exploitation of Children for children and TAY populations. Training on how to conduct assessment that will help the child disclose the who and what happened. In progress. More information to come.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Parameters for the Determination of Insufficient Client Engagement of Adults At Risk for Suicide	Dr. Levesque reviewed the issues and consequences of insufficient client engagement.	Please review handout.	
Licensed Providers	Follow what is requested for their level of registration. Psychologist must be waived, Social worker must be Registered etc. to bill under their qualification.		
Multiple practitioners Providing a Single Service	You must have a clear written procedure when a second signature is not possible with the EHR. Policy sent out about one month ago.		
DSM 5 and ICD9/10	The bulletin has been sent out. Crosswalk links are very helpful.		
Documentation Training, Call Cancel.	If you sign up and cannot attend, please call and cancel. Space is limited.	Training schedule handout was provided at the meeting.	
Bulleting/CFE and SRL	CFE and SRL form and bulletin has been released. Can use it for TCM and rehab assessment and bill accordingly.		
Clin. Bulletin Crisis Evaluation Progress Note	New bulletins to be released.		
QA Bulletin Claiming Crisis Intervention	Crisis billing cannot exceed 480 min. per client. Many disallowance happen under this code. All services related to the crisis such as collateral should be billed under the crisis code.		
1915 B Waiver Special Terms CMS	1915B Waiver Special Terms has been renewed through June 30, 2020.	Please review handout.	
Handouts	1. Agenda 2. Meeting Minutes: May, 2015 3. Patient Rights-NOA-E Spanish		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	4. Providers Directory 5. Policy/Procedure Update 6. Introduction to Mental Health and Spirituality Training 7. Parameter 4.15 8. Memo regarding DMH Children's and TAY Mental Health Providers 9. Parameter 4.17 10. Documentation Training Schedule 11. Memo from CMS regarding 1915 B Waiver Special Terms renewal		
Next Meeting	Next Meeting is August 19, 2015 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.		

Respectfully Submitted, Keri Zehm, Tri-City Mental Health